**Coronavirus customer update - 24 April 2020**

Dear customer,

As you will know, the government has announced a continuation of the lockdown measures for at least the next three weeks. We know that the effects to our ways of working and the impact to the NHS will last beyond this time and continue for the foreseeable future. I’m writing this week to give you an update on how NHS Property Services has worked with customers over the past few weeks, how we will continue to support the NHS during this time and how we may be able to help you.

**How we’re helping our customers**

During the pandemic period, we’ve adapted our ways of working to ensure we are supporting you to deliver the vital patient services you provide. I want to highlight some of the ways we’re doing this and ask that you get in touch with our Customer Support Centre who will be happy to give further details.

* We’ve completed over an additional 700 discharge deep cleans, in the past few weeks and continue to take more requests. We’re continuously training more staff to be able to deliver yet more services. Your local Facilities Management contact will be able to discuss further.
* Our engineers have responded to almost 3,800 urgent jobs and on top of almost 17,000 non-urgent tasks during the COVID period, a reduction in our normal work volume. We’re grateful that customers are only using our FM Helpdesk for emergency and urgent work, which is helping to keep patients, customers and our people safe by minimising unnecessary travel. Find out more.
* We have been able to maintain appropriate levels of resourcing through focused recruitment and colleagues working additional shifts, particularly our cleaning colleagues. We are working with our in-house teams and partners to ensure we have the right people and equipment for the job. We’ve also kick started a national campaign to celebrate these ‘hidden heroes’ from across the NHS – you can nominate your hidden hero via our online form.
* Many of our teams have been working closely with you to help to react to the changing requirements the coronavirus has brought, particularly around hot and cold sites. Please keep us up to date with any changes to inpatient and community facilities, especially from green to amber sites or creating GP hot sites. This will ensure we can provide the right facilities management services, stay compliant and maintain safety for all. Find out more.
* Our strategic asset management teams are working with customers to reconfigure sites to create more bed space locally. So far, we’ve helped create almost 800 additional beds across the country with a further thousand more identified to come in the next few days and weeks.

If you want to find out more about any of these, please get in touch with your local contact or our Customer Support Centre on 0800 085 3015 or [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk).

**Property guidance**

Our teams have produced helpful guidance on options to help you manage your estate more effectively during this period:

* Guide to property and charges: an overview of our approach to charges and payments during COVID19. [Read more](https://www.property.nhs.uk/media/2471/nhsps-covid-19-guidance-on-billing-and-payments.pdf).
* Modular Building Quick Reference Guide: a technical guidance document to support the procurement and implementation of modular units on the NHS estate. [Read more.](https://www.property.nhs.uk/media/2456/covid-19-modular-building-guidance-document_nhs-property-services.pdf)
* Town Planning Update: reference guide to the updates issued by government and local planning authorities in response to coronavirus. [Read more](https://www.property.nhs.uk/media/2445/town-planning-update_coronavirus-response_090420.pdf).

**Keep up to date**

You can keep up to date via our website at [www.property.nhs.uk/covid19](http://www.property.nhs.uk/covid19) which contains further information, past communications and relevant documents.

**Martin Steele**

**CEO, NHS Property Services**